

# Additional Services Bonus Card

**Bonus Card offers you special benefits which you can enjoy everywhere in the world**

## Emergency Card Replacement

**Provided through:** MasterCard

**Costs to cardholders:** none

**Description of coverage:** Replacing lost or stolen cards rapidly, anywhere in the world, at any location convenient to you.

### Benefits:

- + The cardholder can request a new card in case the current one is lost or stolen;
- + Assistance 24/7 when you are traveling anywhere in the world;
- + Assistance by phone in more than 140 languages;
- + The cardholder can reach help by using MasterCard's dedicated toll-free telephone lines in more than 75 countries. The phone numbers have been listed and distributed to hotels, posted on the MasterCard website, published in travel guides, posted on [www.bonuscard.ro](http://www.bonuscard.ro).

### Telephone number list

<b>American Samoa</b>	1-1-800-307-7309	<b>Jamaica</b>	0800-307-7309
<b>Anguilla</b>	1-800-307-7309	<b>Japan</b>	00531-11-3886
<b>Antigua and Barbuda</b>	1-800-307-7309	<b>Korea, Republic of</b>	0079-811-887-0823
<b>Argentina</b>	0800-555-0507	<b>Liechtenstein</b>	0800-89-7092
<b>Aruba</b>	800-1561	<b>Luxembourg</b>	800-2-4533
<b>Australia</b>	1800-120-113	<b>Malaysia</b>	1-800-804594
<b>Austria</b>	0800-21-8235	<b>Mexico</b>	001-800-307-7309
<b>Bahamas</b>	1-800-307-7309	<b>Monaco</b>	0-800-90-1387
<b>Bahrain</b>	800-087	<b>Montserrat</b>	1-800-307-7309
<b>Barbados</b>	1-800-307-7309	<b>Netherlands</b>	0800-022-5821
<b>Belgium</b>	0800-1-5096	<b>New Zealand</b>	0800-44-9140
<b>Bermuda</b>	1-800-307-7309	<b>Norway</b>	050-12697
<b>Bolivia</b>	800-10-0172	<b>Panama</b>	001-800-307-7309
<b>Bonaire</b>	001-800-307-7309	<b>Peru</b>	0-800-307-7309
<b>Brazil</b>	0800-891-3294	<b>Philippines</b>	1-800-1-111-0061
<b>Canada</b>	1-800-307-7309	<b>Poland</b>	0-0800-111-1211
<b>Cayman Islands</b>	1-800-307-7309	<b>Portugal</b>	800-8-11-272
<b>Chile</b>	1230-020-2012	<b>Puerto Rico</b>	1-800-307-7309
<b>China</b>	10-800-110-7309*	<b>Saba</b>	1-800-307-7309
<b>Colombia</b>	01-800-912-1303	<b>St. Eustatius</b>	1-800-307-7309
<b>Costa Rica</b>	0-800-011-0184	<b>St. Maarten</b>	1-800-307-7309



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<b>Curacao</b>	001-800-307-7309	<b>St. Kitts-Nevis</b>	1-800-307-7309
<b>Cyprus</b>	080-90569	<b>Saipan (N. Marianas)</b>	1-800-307-7309
<b>Denmark</b>	8001-6098	<b>San Marino</b>	800-870-866
<b>Dominica</b>	1-800-307-7309	<b>Singapore</b>	800-1100-113
<b>Dominican Republic</b>	1-800-307-7309	<b>South Africa</b>	0800-990418
<b>Finland</b>	08001-156234	<b>Spain</b>	900-97-1231
<b>France</b>	0-800-90-1387	<b>Sweden</b>	020-791-324
<b>Germany</b>	0800-819-1040	<b>Switzerland</b>	0800-89-7092
<b>Greece</b>	00-800-11-887-0303	<b>Taiwan</b>	00801-10-3400
<b>Grenada</b>	1-800-307-7309	<b>Thailand</b>	001-800-11-887-0663
<b>Guam</b>	1-800-307-7309	<b>Trinidad and Tobago</b>	1-800-307-7309
<b>Guatemala</b>	1-800 - 999-1480	<b>Turkey</b>	00-800-13-887-0903
<b>Hong Kong</b>	800-966677	<b>Turks and Caicos</b>	01-800-307-7309
<b>Hungary</b>	06800-12517	<b>United Kingdom</b>	0800-96-4767
<b>Indonesia</b>	001803-1-887-0623	<b>United States</b>	1-800-307-7309
<b>Ireland</b>	1-800-55-7378	<b>Vatican City State</b>	800-870-866
<b>Israel</b>	1-800-941-8873	<b>Venezuela</b>	0800-1-002902
<b>Italy</b>	800-870-866	<b>Virgin Islands, British</b>	1-800-307-7309
		<b>Virgin Islands, U.S.</b>	1-800-307-7309

For countries not listed above, the cardholder can call the following telephone number in the event of an emergency: 1-636-722-7111.

\* Only certain provinces.

Note: Telephone numbers subject to change.

## Process to be followed:

1. The cardholder calls MasterCard Global Service Center.
2. MasterCard Global Service Center determines:
  - + Cardholder's preferred language
  - + MasterCard account number or issuer
3. MasterCard Global Service Center reaches GarantiBank and forwards/faxes the necessary information.
4. MasterCard Global Service Center receives GarantiBank authorization.
5. MasterCard Global Service Center notifies cardholder of authorization and confirms delivery arrangements.

# Additional Services Bonus Card

## Emergency Cash Advance

**Provided through:** MasterCard

**Provided through:** n/a

**Description of coverage:** If the card is lost, stolen or damaged when you are abroad and you need cash, you can call MasterCard Global Service and learn how you can withdraw cash.

### Beneficii pentru detinatorul de card:

The Emergency Cash Advance program with Western Union provides 150.000 locations worldwide; in addition, advances are available through banks in areas where Western Union does not operate;

The cardholder can get assistance 24/7 when you are traveling anywhere in the world;

Assistance by phone in more than 140 languages;

The cardholder can reach the help you need by using MasterCard's dedicated toll-free telephone lines in more than 75 countries. The phone numbers have been listed and distributed to hotels, posted on the MasterCard website, published in travel guides, posted on [www.bonuscard.ro](http://www.bonuscard.ro).

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Bermuda	1-800-307-7309	Norway	050-12697
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Bonaire	001-800-307-7309	Peru	0-800-307-7309
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Curacao	001-800-307-7309	St. Kitts-Nevis	1-800-307-7309
Cyprus	080-90569	Saipan (N. Marianas)	1-800-307-7309
Denmark	8001-6098	San Marino	800-870-866
Dominica	1-800-307-7309	Singapore	800-1100-113
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  - + Issuer servicing instructions
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4. MasterCard Global Service Center receives GarantiBank authorization.
5. MasterCard Global Service Center notifies cardholder of authorization and confirms pick-up arrangements.